



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/015,290	12/17/2001	Carl Phillip Gusler	AUS920010918US1	5651
32329	7590	09/14/2005	EXAMINER	
IBM CORPORATION INTELLECTUAL PROPERTY LAW 11400 BURNET ROAD AUSTIN, TX 78758			ART UNIT	PAPER NUMBER

DATE MAILED: 09/14/2005

Please find below and/or attached an Office communication concerning this application or proceeding.



UNITED STATES PATENT AND TRADEMARK OFFICE

Commissioner for Patents
United States Patent and Trademark Office
P.O. Box 1450
Alexandria, VA 22313-1450
www.uspto.gov

IBM Corp.
Intellectual Property Law
11400 Burnet Road
Austin, Texas 78758

In re U.S. Patent of: Carl P. Gussler et al.)
Application No. 10/015,290)
Filed: December 17, 2001)
U.S. Patent No. 6,915,246)
Issued: July 5, 2005)

**NOTIFICATION OF PRIOR
ART CITATION UNDER 37
C.F.R. § 1.501**

Receipt of a citation of prior art filed under 37 C.F.R. § 1.501 by the patent owner on September 6, 2005, in the above-identified patent, entitled "EMPLOYING SPEECH RECOGNITION AND CAPTURING CUSTOMER SPEECH TO IMPROVE CUSTOMER SERVICE" is hereby acknowledged.


Peter Wong, Group Director
Technology Center 2100
Computer Architecture, Software, and Information Security
(571) 272-3599

cc: IBM Corp. (WIP)
c/o Walder Intellectual Property Law, P.C.
P.O. Box 832745
Richardson, Texas 75083